

ILL Webinar FAQs

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Are there any charges to update our holdings on OCLC?

- The Texas State Library's contract with OCLC covers the cost of holdings maintenance for Navigator libraries via Data sync collections or CatExpress. In the case that a library has to do a full reclamation of their catalog and not just an update of adds and deletes, there may be an incidental charge to the library. That can be discussed as necessary.

Are these statistics reflective of all items or just books? In other words, does it include articles, DVDs, and etc?

- The statistics presented for statewide ILL activity represent returnables (books, DVDs, etc.) and non-returnables (articles).

How can we change our Library's email on the OCLC directory?

- While logged into NRE, select "Locations" on the left and then "Edit Own" from the top. You can edit your addresses from this screen.
- While logged into NRE, select "OCLC Policy Directory" from the left, log in using credentials. Credentials available by selecting "Reports" on the left, selecting "OCLC Usage Statistics Web Site Account Details" and clicking "Generate Report".

How come it looks like a lot of libraries in the Texas Group do not lend out DVDs at all? My requests always go out of state.

- It is a local decision whether or not libraries circulate audio video materials such as DVDs or CDs or VHS tapes through ILL.

How is the lender string determined or prioritized?

- OCLC uses a "load leveling" algorithm to build lender strings (or "rota") in Navigator. The lender strings will not be ordered the same as the search results appear in NRE or the Texas Group Catalog.

I have a question about entering public and private notes on NRE. Sometimes when we enter a note, it dates it with the original date rather than today's date.

- Please use the "report a problem" link in NRE to let OCLC know when this happens – include the request number associated and whether it was a public or private note.

If when I search Worldwide request always come from Texas libraries. Why is that?

- Search results will always be ordered with Texas Navigator libraries that own the item first and then libraries that own the item outside Texas, worldwide. Similarly, the lending strings will be built with Texas Navigator libraries first and if the requests can't be filled by a Texas Navigator library, the request will be sent out to a wider lending audience.

Is it mandatory to provide ILL service to someone who does not live in your service area? Is it okay to refuse service to someone in this instance?

- For accreditation purposes, the Texas Administrative Code states:
Texas Administrative Code, RULE §1.83:
(3) The library must offer to borrow materials via the interlibrary loan resource sharing service for persons residing in the library's designated service area.
- A library's designated service area is determined by the source of local government funding. For example, if you are a city library who only receives city funding, you must provide free services

to all city residents. If you receive any county funding, you must provide those services to any county resident.

Should a new library patron be allowed to submit an ILL request the same day he/she gets a library card?

- This is a local decision, that is libraries should establish policies regarding waiting periods to use different services upon registering as a patron, post the policies, and use consistency.

Just recently I received a book over 100 years old. The public doesn't use a certain edition and then library gets a very fragile copy. Should this book be sent back.

- Libraries can determine what items are too unique or fragile to circulate.

Some libraries give a shortened lending time instead of the time suggested on NRE. Why do they do that and can that be changed? An example: some items come in and they're already due within days of receiving them

- While shipping time can vary and affect the loan period, the [Texas ILL Protocol](#) suggests the following regarding loan periods:

6.1.2 The normal loan period for materials borrowed from another TexShare Library is a minimum of four weeks, including time required for delivery and return. Longer loan periods and renewals will be permitted at the discretion of the lending library. Lending libraries may require a shorter loan period for specific materials.

If you are comfortable contacting the lending library directly about loan periods, you should do so. If not, let me know and I can assist.

- If you receive an item and it is already nearing the due date, request a renewal (for an additional 4 weeks) as soon as possible.

What do we do when we receive an item that is damaged in shipping?

- If the TExpress courier service was used and damage occurred, please see the Amigos website for reimbursement information at <https://www.amigos.org/node/140>.
- As per the [National ILL Code](#) for requesting libraries:
4.9 Assume responsibility for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, provide compensation or replacement, in accordance with the preference of the supplying library.
- And the [Texas ILL Protocol](#):
8.4 Borrowing libraries will be responsible for the replacement costs of items lost or damaged (replacement or repair cost of the item only; not additional processing fees. See section 8.3 of the Interlibrary Loan Protocol). Borrowing libraries are responsible for items from the time they are shipped by the lending library until the lending library receives them upon return in accordance with the [National Interlibrary Loan Code](#).
8.7 Lending libraries will not charge more than the price that appears in Books in Print for lost books that are still in print. Out-of-print materials may be subject to the Lending library's default cost for lost books. Lending libraries are encouraged to permit borrowing libraries to replace lost or damaged books in kind (same title, same publication date, same format as lost item). In no case may the default replacement cost be higher than what the lending library would charge its own patrons for a lost book.

Although we always specify "courier", sometimes we get items by mail. How do we avoid that? Is there a way to exclude postal delivery for lending?

- Please confirm with OCLC using the "Report a Problem" link in NRE that your lending strings are being configured with only courier libraries. You can also specify the lender strings be built with courier libraries first and then other Texas Navigator libraries if necessary.

Is there a way to see what our current configurations are?

- Please contact OCLC using the "Report a Problem" link and let them know specific details you are looking for with your account configuration.

Why do some libraries place conditions and charge patrons for an item? The patron has the right to accept the condition.

- Libraries may be willing to lend an item as long as the borrowing library agrees to condition(s), one example is the lending library may ask that the item only be used in the borrowing library, not taken off-site. Borrowing libraries can agree to the terms OR answer no and pass the request to the next lender in the lending string.

Is there a way to put ILL request on hiatus while we move our collection around? We are undergoing an expansion project. We more than likely will not be circulating any items for about three weeks.

- Libraries can suspend themselves as borrowers and or lenders by selecting "Locations" from the

left hand menu in NRE, then select “Edit Own” from the top menu. Scroll down to “Local Holidays”, click on “New Holiday” and enter the time period you will be suspended and then “Save”.